



**Southeastern Utah Coordinated Human-  
Service Public Transportation Plan  
September 2017—Update**

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*This plan has been prepared by the staff of Southeastern Utah Association of Local Governments. Content information received through various surveys, dialog, and involved input from agency sources. A great appreciation goes to out to all participants.*

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## AREA OVERVIEW:

The Southeastern Utah Region incorporates Counties of Carbon, Emery, Grand, and San Juan. The region, known as Canyon Country and is part of the Colorado Plateau. It is known for its colorful high desert plateaus and extreme elevation changes from deep river gorges to high mountain peaks.  
**(PDM, 2013)**

## Jurisdictions:

### Southeastern Utah Association of Local Governments:

In 1970 the State of Utah established regional Association of Governments (AOGs) where Southeastern Utah Association of Local Governments (SEUALG) encompasses southeastern Utah region. These region counties are Carbon, Emery, Grand and San Juan. The counties are participants under a multi-county planning, program integration, and optimization of economic issues. SEUALG is to facilitate the study and discussion of regional issues as well as to coordinate and implement planning and development activities in the region. The main SEUALG office is located in Price and provides the following services and programs for all four counties:

- Economic and Community Development
- Community Planning
- Area Agency on Aging
- Human Service Programs

### Navajo Nation:

The Navajo Nation is the largest Indian tribe in North America with a population of more than 210,000. The established Navajo Tribal Council is the largest cultured American Indian government in the U.S. It embodies an elected tribal chairman, vice chairman and 88 council delegates representing 109 local units of government (known as chapters throughout the Navajo Nation).  
(Utah.com, 2013)

The Navajo Department of Transportation (NDOT) is funded through a P.L. 93-638 contract with the BIA Navajo Region Division of Transportation. Under federal law, the Indian Reservation Roads Programs (IRRP) allows 2% of its road construction funds to be used for tribal transportation planning. Work by the Section includes updates to the Navajo nation Long Range Transportation Plan (NNLRTP) every five years.  
(Navajo DOT)

The Navajo Transit System (NTS) serves Arizona, New Mexico and the Navajo Utah portion of the state. Receiving funding from each state under the Section 5311 Rural Public Transportation Program, Federal Transit Administration (FTA) and the Navajo Nation.  
As a sub-grantee, NTS must be in compliance with the FTA, U.S. DOT, and the Federal Motor Carrier Safety Administration (FMCSA). (NTS, 2013)

NTS provides public transportation service; many routes operate along state highways where there are designated stops. Due to the large geographical nature of southeastern Utah area, demand for services surpasses the number of buses and routes NTS can provide. In the past two years, with grant requests from Utah Department of Transportation, NTS is now able to serve the northern sector of the Navajo Nation, bringing an outside the nation into a populated southern city of Utah, Blanding City.

Below in Table C-1 are the two additional routes that have placed a pronounced positive affect on southeastern Utah.

**Table C-1 Navajo Transit System (NTS) Utah Route Features (NTS, 2013)**

<b>Towns</b>	<b>Route Features</b>	<b>Hours of Operation</b>
<b>Aneth/Bluff/Blanding</b>	Aneth to Bluff then to Blanding and return.	6:50 am to 6:30 pm

#### White Mesa Ute Reservation:

The White Mesa Ute Reservation is a sub-agency of the Ute Mountain Ute Tribe headquartered in Towaoc Colorado. The population of the area has decreased 12.6% from the 2000 census leaving a reported 242 individuals in this small community twelve miles south from Blanding City, Utah. The tribal land encompasses 597,000 acres divided in allotments through sections of Utah, Colorado, and New Mexico.  
(US Census)

#### Available transportation services:

According to the information provided by local service providers and transportation users in the targeted population; Navajo Transit System (NTS) is the only public transportation provider in the region. This service is provided through the majority of the reservation lands of Utah, New Mexico, and Arizona.

Most of the human-service transportation in the Southeastern (SE) region of the State is provided for Senior Citizens and specific programs provided through agencies. Elevated transit was operating from Blanding to Salt Lake City that operation has recently come to an end as of May 2017.

The following section highlights several major transit providing entities in the region. These entities are may be human service providers where transportation is available only through eligibility programs their entity offers. Other transit providers may be private and/or for profit.

### Active Re-Entry

Active Re-Entry is a private non-profit agency which assists persons with disabilities to achieve or maintain self-sufficient and productive lives in their own communities. Services are provided throughout eastern Utah, with offices in Moab, Price, and Vernal. Depending on availability, organizations or individuals wishing to utilize an ARECIL vehicle will have to purchase an insurance rider and provide proof of this insurance to ARECIL, as well as a copy of the driver's license and driving record. Users will also be required to pay for any gasoline used.

*Moab Location:* The majority of the trips provided to the Moab clients are recreational trips one to two times per month in the greater Moab area. When a lift equipped vehicle is needed the ARECIL in Moab will share a vehicle with the senior center. There are occasional trips to Grand Junction for medical and shopping services.

*Price Location:* Transportation services for the Price facility are operated throughout Carbon and Emery counties as needed for community integration activities or support groups.

- **PERKIE TRAVEL:** PERKIE travel is a coordinated cancer treatment transportation system to help get people to the Utah Valley area for their radiation treatment.
- **SCOODEO Program:** Active Re-Entry sponsors an annual training, safety and awareness event for electric scooter users called SCOODEO. Recognizing that scooters have become an important transportation option in the Price area, Active Re-Entry has worked to improve safety knowledge helping clients to learn to navigate and control their electric mobility devices.

The target population services people with disabilities of all ages and all types of disabilities. Support groups include the Older Blind and Visually Impaired programs, PAWS Animal Therapy Program, nursing home diversion and transition programs along with others. They help in attaining assistive technologies such as wheelchairs, ramps, and emergency call systems. Their web site is [www.areceil.org](http://www.areceil.org) and phone number for the main office in Price is 435-637-4950.

### Amtrak

Amtrak is a government owned, intercity, passenger train service. The train has stops in Green River and Helper, and runs north to Provo and Salt Lake City once a day in the evening, around 6:30 pm. The

return trip from Salt Lake City is also once day in the early morning, around 4:30am. To the east, the closest train stop is in Grand Junction, Colorado. Westbound daily trips arrive at Green River from Grand Junction at 6:00 pm, and eastbound daily trips leave at 9:00 2-13 am. Very few residents in the southeastern region use this service because the fare is expensive (over \$40 round trip for a full fare), and the train route times are inconsistent with their needs.

### Bee Hive Homes—Assisted Living & Residential Housing

Bee Hive Homes are located throughout the state of Utah; however, two of those homes are locally found with one in Price and another in Elmo. They are assisted living homes that provide family-like environments with a caring staff. They provide services for people who may be elderly and or disabled. Transportation is available for residents only for local activities and non-emergency medical appointments. Their contact information is found in Table C-2 and website <http://beehivehomes.com/>.

**Table C-2: Bee Hive Homes Contact Information**

<b>Price</b> <b>Phone: 435-636-4483</b> <b>Address: 1025 W 470 N Price, Utah 84501</b>	<b>Elmo</b> <b>Phone: 435-653-2555</b> <b>Address: 15 W 100 N Elmo, Utah 84521</b>
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### Carbon County Senior Center

The Carbon Count Senior Center has two locations in Carbon County, one in Price and the other in East Carbon. See Table C-3 for contact information. The transportation mission is to provide safe and reliable transportation to senior adult populations (including senior disabled adults) in Carbon County. They give priority service to Senior Center nutrition sites, medical service, and transportation for essential shopping such as groceries, clothing, home maintenance, medical supplies and personal needs. Other transportation services include visiting a spouse, friend, or home-bound elderly persons, attending a funeral, education programs, community service programs, volunteer activities, election-pole sites, recreation activities, and other governmental agencies where a senior citizen needs to conduct business.

Patrons must call in advance for transportation scheduling and cancellation between the hours of 8:00AM and 4:00PM during regular working days. Their website is located on the County's web address at <http://www.carbon.utah.gov/services/seniors>.

**Table C-3 Carbon County Senior Centers**

<b>Price Center</b> <b>450 South Fairgrounds Way</b> <b>Price, UT 84501</b> <b>Phone: 435-636-3202</b> <b>Fax: 435-636-3203</b>	<b>East Carbon Center</b> <b>451 Denver Ave.</b> <b>East Carbon City, UT 84520</b> <b>Phone: 435-636-3703</b> <b>Fax: 435-888-2195</b>
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### Canyonlands Care Center

Canyonlands Care Center is owned and operated by Canyonlands Health Care Special Service District, an agency of Grand County. The facility is devoted to providing quality care and services to the seniors of Moab. With services such as physical therapy, social work, nursing and more the center strives to offer residents a wonderful living environment and improve their quality of life. Transportation services are provided when the center is able to use a bus from the Grand Center Senior Center. Canyonlands would like to expand their transportation services with their own bus. The center is located at 390 Williams Way in Moab Utah. To contact Canyonlands Care Center call (435) 719-440 or visit the website at <http://canyonlandscarecenter.org/>

### Emery County Nursing Home, Inc.

Contact information is 435-384-2301, mailing address is P.O. Box 963 Ferron, Utah 84523, and their physical address is 455 West Mill Road in Ferron. The management company, Traditions health Care, Inc., is located in Springville at 321 E 800 South Springville, Utah 84663; you may reach them by phone at 801-489-9461. Website is [www.emerycounty.com/care&rehab/index.htm](http://www.emerycounty.com/care&rehab/index.htm) . Transportation is provided for trips to the hospital, the medical clinic and various forms of entertainments found in Salt Lake, Emery and Carbon counties. The vehicles also take nursing home residents to socialize at the local senior centers in the area.

### Emery County Senior Citizens, Inc.

Director of Area Agency on Aging for the centers contact information is 435-637-5444, mailing address is P.O. Box 1106 Price, Utah 84501, and their web site is accessible through Emery County main website, <http://www.emerycounty.com/seniors/index.htm> . The senior centers are listed below in table C-4:

**Table C-4: Emery County Senior Citizen Centers**

Castle Dale PO Box 252 85 North 200 East Castle Dale, UT 84513 (435) 381-2422	Huntington 176 West 100 North PO Box 70 Huntington, UT 84528 (435) 687-2502	Ferron PO Box 965 170 North 300 West Ferron, UT 84523 (435) 384-2243	Green River PO Box 297 Green River, UT 84525 (435) 564-8236	Emery PO Box 36 217 South 200 East Emery, UT 84522 (435) 286-2219
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### Four Corners Community Behavioral Health (FCCBH)

Four Corners is a non-profit mental health and substance use disorder education, prevention, and treatment center. They provide services for Carbon, Emery, and Grand County residents. Four Corners provides housing, 24-hour supportive living, and day treatment in Moab and Price. The Clubhouse (Day



Treatment) program assigns responsibilities to each of its clients, encourages and helps the clients to obtain work, and teaches various life skills. The Clubhouse/Day Treatment program serves severely mentally ill clients. Transportation services are primarily for agency clients, offered as needed, and are operated daily between client homes and agency facilities, as well as for medical trips. Long distance transportation is provided once a month to the Wasatch Front or Grand Junction, CO. Clients are also transported weekly to local groceries stores, twice a month to nightly activities and five times a year for recreational activities.

Their administrative office may be reached at 435-637-7200 and their web site is <http://www.fourcorners.ws/> . The clinics & clubhouses are listed below in Table C-5:

Table C-5				
<b>Price Clinic</b> <b>575 East 100</b> <b>South</b> <b>Price, Utah</b> <b>637-2358</b>	<b>Castle Dale</b> <b>Clinic</b> <b>45 East 100</b> <b>South</b> <b>Castle Dale,</b> <b>Utah</b> <b>381-2432</b>	<b>Moab Clinic</b> <b>198 East</b> <b>Center Street</b> <b>Moab, Utah</b> <b>259-6131</b>	<b>New Heights</b> <b>Clubhouse</b> <b>77 South 600 East</b> <b>Price, Utah</b> <b>381-2432</b>	<b>Interact</b> <b>Clubhouse</b> <b>59 North 200 East</b> <b>Moab, Utah</b> <b>259-6131</b>

#### Grand Center (Senior Citizens Center)

The Grand Center website may be accessed through the Grand County site at <http://www.grandcountyutah.net/index.htm> . Their contact information is 435-259-6623 at 182 N 500 W Moab, Utah 84532. This center provides activities to the senior population of Grand County. Transportation is available to seniors.

#### Greyhound

Greyhound is a private, for profit intercity bus provider. Bus stops are located in Green River, Provo, and Salt Lake. There is one bus a day to Salt Lake City in the evening (7:30 pm) and one returning from Salt Lake City (6:30 am). Very few residents in the Southeastern Utah area use this service because the ability to access.

#### Heirloom Inn—Assisted Living for Senior Citizens

The Heirloom Inn offers an array of coordinated and supportive personal and healthcare services available 24 hours a day to residents. Transportation is available to the resident for doctor appointments, shopping, or other services they may need. Contact the director for further information at 435-636-8441, or 145 North Carbon Ave Price, Utah 84501.

#### Logisticare

Logisticare provides transportation for Medicaid recipients to doctor appointments

#### Moab Luxury Coach

This is a private company with full service transportation in Southeastern Utah area. They provide on-demand service to the greater Moab area as well as scheduled service tours, shuttles, and taxi service with a fleet of luxury vehicles. Tours may be customized from three hours to seven days throughout the state of Utah including the Grand Canyon, Lake Powell, Las Vegas and Yellowstone National Park. Airport services to Moab from cities like Salt Lake City and Grand Junction, as well as other on demand series from Denver and Las Vegas Airports. Moab Luxury Coach contact information from their website at [www.moabluxurycoach.com/index.html](http://www.moabluxurycoach.com/index.html) or phone at 435-940-4212 for transportation in southern Utah or call 855-456-UTAH (8824) for tours throughout the Grand Circle area to include Utah, Colorado, Nevada, Arizona, and Wyoming.

#### Navajo Transit System

The Navajo Transit System's services and priorities are providing safe and reliable public transportation for the Navajo Nation. This is achieved through improving the quality of life for all citizens for the Navajo Nation by increasing the accessibility to services and resources of the public and private sectors, particularly in meeting the needs of health care, education, employment, recreation, entertainment and shopping. Navajo Transit System (NTS) is a department under the Division of General Services within the Navajo Nation Government and is funded primarily through the New Mexico and Arizona Departments of Transportation. NTS administers and operates inter-city route transportation services for the general public.

The Navajo Transit System (NTS) provides public transportation services to 41 chapters out of 110 Navajo Chapter communities; many routes operate along state highway. NTS buses pick up passengers at designated stops. The demand for services exceeds the number of buses and routes because the Navajo Nation occupies a substantial land area with a large population, long driving distances between destinations. With the limited number of routes available now, and the confinements of buses to major highways, many people who want services are not able to reach locations where buses normally pick up passengers.

Current information may be reviewed on NTS website at <http://www.navajotransit.com/> or contact them at P.O. Drawer 1330 Window Rock, Arizona 86515, phone number 928-729 4005. Current routes in the Utah portion of the Navajo Nation are reference in Table C-6.

**Table C-6: Navajo Transit System Routes in the Utah Portion of the Navajo Nation.**

Route	Route Area
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	<i>(see time and stops via NTS website)</i>
16	Aneth/ Bluff/ Blanding

### Parkdale Care Center—Assisted Living Center

Parkdale Care Center is located in Price at 250 East 600 North. Their phone number is 435-637-2621. They offer individuals skilled nursing care of all ages and disabilities. They provide transportation for their clientele on a needed base.

### Pinnacle Care Center—Assisted Living, Respite, Long-term Care and Day Care Services

Pinnacle Care Center is located at 1340 East 300 North in Price. Their phone number is 435-637-9213. They care for all residents needing skilled nursing care. They provide transportation for their clientele on a needed base.

### San Juan County Area Agency on Aging

The San Juan County Area Agency on Aging is a county agency with funds from local, state and federal government agencies state government agency which provides transportation to older adults in San Juan County. Service is demand response and route or point deviation from clients homes to one of four senior centers in Blanding, Bluff, La Sal, and Monticello for meals and special events. Service is also provided once a week for shopping trips and occasionally for medical trips. The director of Area Agency on Aging may be contacted at the San Juan County Administrative Building in Monticello; phone number is 435-587-3225 or mailing/physical addresses are P.O. Box 9, 117 S. Main Street, Monticello, Utah 84535. Further information may be found on the San Juan County website at <http://www.sanjuancounty.org/index.htm> or contact one of the centers listed in Table C-7.

**Table C-7 San Juan County Senior Centers**

<u>Blanding Senior Center</u> Phone: 435-678-2427 Address: 177 E 200 N Blanding, Utah 84511	<u>Bluff Senior Center</u> Phone: 435-672-2390 Address: PO Box 205 190 N 2nd E Bluff, Utah 84512	<u>Monticello Senior Center</u> Phone: 435-587-2401 Address: PO Box 895 80 E 100 N Monticello, Utah 84535	<u>La Sal Senior Center</u> Phone: 435-686-9990 Address: PO Box 325 200 S Firehouse Road La Sal, Utah 84530	<u>Oljato Senior Center</u> , phone and fax at 435-727-5856
<u>Red Mesa Senior Center</u> , phone and fax at 928-656-	<u>Teec Nos Pos Senior Center</u> , phone and fax at	<u>Aneth Senior Center</u> , phone and fax at 435-651-	<u>Dennehotso Senior Center</u> , phone and fax at 928-658-3303	<u>White Mesa Senior Center</u> , phone and fax at

3593	928-656-3285	3527		435-678-3396
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### Utah Navajo Health Systems

#### Utah Navajo Health Systems Non-Emergency Medical Transportation

Currently, the only non-emergency medical transportation services available to Native American patients living within the tribal service area, who qualify for Utah Traditional Medicaid recipients, can be provided with transportation to and from Medicaid approved medical services by Utah Navajo Health System non-emergency medical transportation. Utah Navajo Health System is a private non-profit healthcare organization and provides medical, behavioral health, and dental services to the Utah strip of the Navajo Nation and underserved populations of San Juan County. They treat clients within the four community health centers in Blanding, Montezuma Creek, Monument Valley, and Navajo Mountain and provide dental services in Blanding and Monticello Utah.

The organization provides transportation with multiple vehicles as a contractor for Utah Medicaid. Transportation services are provided as needed during weekdays and weekends, if necessary with clients meeting certain eligibility criteria. Transportation is within the reservation, Wasatch Front, and Four Corners region, services provided are for ambulatory clients, wheelchair clients, and stretcher capability vans.

#### Utah Navajo Health System Emergency Medical Services

Utah Navajo Health System operates an EMS program to the Montezuma Creek, Aneth, Halchita and Monument Valley area. EMS is provided at a basic life support level for the Monument Valley area and Advance Life Support level for the Montezuma Creek and Aneth area. Utah Navajo Health System EMS transports all 911 patients to either of the four hospitals consisting of Blue Mountain Hospital in Blanding, UT, Southwest Memorial Hospital in Cortez, CO, Northern Navajo Medical Center in Shiprock, NM and Kayenta Indian Health Services in Kayenta, AZ.

911 ambulances are staffed twenty-four hours seven days a week and interfacility ambulance staffed during Utah Navajo Health System clinic business hours. Interfacility ambulance provides patient transfer from either the Montezuma Creek clinic or Monument Valley clinic to a higher level of care healthcare centers.

#### DAV Volunteer Transportation Network

This service is for veterans in the local areas of Idaho Falls and Pocatello, Idaho, Price, Richfield, and St. George, Utah areas. A schedule is put out each year for veterans to try to schedule their appointments on the day that rides are given from these areas. The DAV VTN offers an abundant amount days; between 10-12 days of each month for rides. For appointments, call 1-800-613-4012 Ext

2003. The VA Salt Lake City Health Care System encourages the use of this system. Volunteers' drivers are needed as well.

#### White Mesa Ute Mountain Ute Tribe

Transportation service is available to the White Mesa Ute Mountain Ute tribe from three different services. Public transit is provided from White Mesa to Blanding on a flexible route to any person in White Mesa. The White Mesa Senior Center offers transportation services for shopping and recreation to older adults. Community Health Representative Transportation is available to any tribal person and offers medical trips on occasion to Towaok, CO.

Services provided by human-service programs in the southeastern region are listed in Table C-8. Specifically giving agency service area and type, eligibility requirements, operational data, ADA accessible vehicles, funding and program restrictions.

**Table C-8 Services Provided by SE Human-Service Transit Providers**

Agency information			
Scheduling Type	Service Type	Service Area (County)	Agency Name
PERKIE Travels 5 days/week leaving at 11AM; Agency Program/Service for activities for community integration & Older Blind Programs	Other--Agency programs/services; Radiation Treatments to Utah.	Uintah, Daggett, Duchesne, Carbon, Emery, Grand, and San Juan.	Active Re-Entry
	Demand Response	Uintah, Daggett, Duchesne, Carbon, Emery, County, Grand, Sand Juan	Department of Workforce Service (DWS)
	Demand Response; Route or Point Deviation	Carbon, Emery, Grand	Four Corners Community Behavioral Health, Inc.
Phone Call to one location for multiple destinations	Demand Response	Grand	Grand County Aging Program
Phone Call to one location for multiple destinations	Demand Response; Fixed Route	Carbon	Carbon County Aging Program
Phone Call to one location for multiple destinations	Demand Response	Emery	Emery County Aging Program
Other--Set up Monthly through Senior Center	Fixed Route; Some Scheduled Routes	San Juan County; Cities of La Sal, Monticello, Bluff, and Blanding.	San Juan County Aging Program
Phone Call to one location for multiple destinations	Demand Response & Fixed Route	Grand & San Juan	Transitions
No Scheduled Service Offered; Other--clients call for ride	Demand Response	Grand	Seek Haven Family Resource Center

Eligibility Requirements				Agency information
Other Noted Requirements	Income Requirements	Disability Requirements	Age Requirements	Agency Name
None	None	Must have a disability	All	Active Re-Entry
N/A	Determines Program, Medicaid Qualified	Current Client, Medicaid Client	18+ and older (employment age)	Department of Workforce Service (DWS)
	Medicaid qualified	Mental Illness; Medicaid Client	All	Four Corners Community Behavioral Health, Inc.
None	None	Clients have disabilities & live with parents or someone over 60	Over 60 and 18+ Disabled	Grand County Aging Program
N/A	None	Clients have disabilities & live with parents or someone over 60	Over 60	Carbon County Aging Program
N/A	N/A	Clients have disabilities & live with parents or someone over 60	Over 60; Other--18+ Disabled	Emery County Aging Program
			Over 60	San Juan County Aging Program
	Other: if need help & may help others who have needs, includes transportation	Current Clients; Clients have disabilities & live with parents or someone over 60. Medicaid Client.	All	Transitions
Abuse or Crime Victim	none	Current Client	All	Seek Haven Family Resource Center

Operations & Maintenance				Agency information
Dispatch & other Employees	Drivers & Attendants	Maintenance Performed	Vehicle Ownership	Agency Name
None	4 Part Time; 1 Volunteer	Contracted	2 Agency Owned; 3 Lease (FTA--State) 5310	Active Re-Entry
N/A	N/A	N/A	N/A	Department of Workforce Service (DWS)
Other--All Staff are available for transportation as needed	3 Part Time	Contracted	Agency Owned; Lease (FTA)	Four Corners Community Behavioral Health, Inc.
N/A	1 Part Time	In House	Use of another agencies vehicles, County owned	Grand County Aging Program
N/A	3 Full Time	In-House	County Owned	Carbon County Aging Program
N/A	8 Part Time	Contracted	Lease (FTA--State); County Owned	Emery County Aging Program
	Full Time and Part Time Agency Staff	In-House	Agency Owned; County Owned	San Juan County Aging Program
	Eight Part time/center staff)	Contracted; In-House; State Maintained	Agency Owned; Other--Department of Transportation until certain mileage	Transitions
Other--24 Hours on Call	Two Full Time; Two Part time; Volunteers	Contracted	Agency Owned	Seek Haven Family Resource Center



# Vehicles								Agency information
25 + passenger	16-24 passenger	10-15 passenger	4-9 Passenger	25+ passenger	16-24 passenger	10-15 passenger	4-9 Passenger	Agency Name
		Weekday 20%	Weekday 80%			4 vehicles --- all ADA	2 vehicles	Active Re-Entry
								Department of Workforce Service (DWS)
		Weekday 85%; Saturday 4%; Sunday 1%	Weekday 8%; Saturday 1%; Sunday 1%			10 vehicles	16 vehicles	Four Corners Community Behavioral Health, Inc.
		Weekday 100%				3 Vehicles-- all ADA		Grand County Aging Program
		Weekday 100%				4 Vehicles-- all ADA		Carbon County Aging Program
		Weekday 100%				5 Vehicles-- all ADA		Emery County Aging Program
		Weekday 80%	Weekday 100%			8 vehicles	4 vehicles	San Juan County Aging Program
		Weekday 80%	Weekday 80%			5--with 3 ADA	5--with 2 ADA	Transitions
			Weekday 100%				1	Seek Haven Family Resource Center

Operating Periods			Operations Data			Agency information
Sunday Service Period	Saturday Service Period	Weekday Service Period	Total Passengers	Total Miles	Total Hours	Agency Name
None	None	8AM-5PM	~60	15,000/ year	2340	Active Re-Entry
N/A	N/A	N/A	N/A	N/A	N/A	Department of Workforce Service (DWS)
Emergency Service ONLY	8AM-5PM One Saturday /month	8AM-5PM	~150	90,000/ year	~2448	Four Corners Community Behavioral Health, Inc.
		9am-4pm			2080	Grand County Aging Program
N/A	N/A	8:00AM-4:00PM			2080	Carbon County Aging Program
N/A	N/A	10am-2pm			1040	Emery County Aging Program
N/A	N/A	9AM-3PM	300 average/year	Varies each week	2080	San Juan County Aging Program
N/A	N/A	6AM - 6:00PM	~3100/week	~162,000/ year	2340	Transitions
		9AM-5PM Monday - Friday	400-500/year	<100 miles/week	2080	Seek Haven Family Resource Center

Funding Source & Restrictions		Agency information
Funding Restrictions?	Funding Source	Agency Name
People with Disabilities	Utah State Office of Rehabilitation (USOR); Donations; United Way; Fund Raising; 5310 FTA Program	Active Re-Entry
Low Income, Program Qualified	Medicaid, Federal Funds, State Funds	Department of Workforce Service (DWS)
People with Disabilities (Mental Illness); other--Medicaid	County; Medicaid; 5310 Program	Four Corners Community Behavioral Health, Inc.
Other--60+ and 18+ for Persons with a Disability	County, Donations	Grand County Aging Program
Only for Seniors age 60 and up	County; Donations	Carbon County Aging Program
Other--60+ and Person 18+ with Disability	County; 5310; Donations	Emery County Aging Program
Only Seniors	County, Federal (OAA), & State Aging.	San Juan County Aging Program
People with Disabilities	DSPD (Federal & State)	Transitions
Victims of Crime; Other--Domestic Violence	Donations; County; Other--Nonprofit, grants, small county dollars	Seek Haven Family Resource Center

Trip Types & Restrictions		Agency information
Trip Restriction?	Trip Types	Agency Name
Agency Programs; Medical--Radiation Treatments Only	Field Trips & Recreation; Shopping & Person Business	Active Re-Entry
Agency Programs Only	Non-Emergency Medical; Employment; Education; Job Training	Department of Workforce Service (DWS)
Agency Programs/service	Agency Programs; Field Trips & Recreation; Medical; Employment; Shopping & Personal Business; Congregate Meals; Safe houses; Emergency Rooms; VA Clinic/hospitals; Education; Job Training;	Four Corners Community Behavioral Health, Inc.
Medical, Employment, Safe Houses, emergency Rooms, VA Clinic/hospitals, Education, Job Training, Emergencies	Field Trips & Recantation, Shopping & Personal Business, Congregate Meals	Grand County Aging Program
This Agency Programs/services; Congregate meals	Field Trips & Recreation; Non-Emergency Medical; Shopping & Personal Business; Congregate Meals; Education.	Carbon County Aging Program
Medical; Employment; Safe House; Emergency Rooms; VA Clinic/hospitals; Education; Job Training; Emergencies.	Field Trips & Recreation; Shopping & Personal Business; Congregate Meals	Emery County Aging Program
Medical transportation in unavailable	Program at Agency; Field Trips/Recreation; Shopping/Personal Business; Congregate Meals; Program at another agency	San Juan County Aging Program
This Agency Programs/Service	Field Trips & Recreation; Non-Emergency Medical; Supported Employment; Shopping & Personal Business;	Transitions
This Agency Programs/service, Other--outreach clients	Non-Emergency Medical; Employment; Shopping Y Personal Business; Safe Houses; Emergency Rooms; VA clinic/Hospital; Education; Job Training; Other--child care	Seek Haven Family Resource Center

## Demographics:

Based upon the Census Bureau recent data shows a slight increase in population throughout the region. See tables below for population increase, total population, and race group populations for each county.

**Table C-9 County Population Growth Since 2000**  
(STATS America, 2017)

County	Total Population	Population Growth (%)
Carbon	20,927	
Emery	10,976	
Grand	9,225	
San Juan	14,746	
Southeastern Region	56,472	

**Table C-10 Population Demographics with Total Minority Population**  
(U.S. Census Bureau, 2017)

County	Hispanic or Latino Alone	White Alone	Black or African American Alone	Asian Alone	HI Native & Other Pacific Islander Alone	American Indian & Some Other Race Alone	Total Minority Population Percentage (%)
Carbon	2,714	17,443	137	136	14	120	15
Emery	654	10,309	26	38	9	78	7
Grand	881	8,207	29	77	3	381	15
San Juan	649	6,759	25	37	5	7431	55
<b>Total Minority</b>	<b>4,898</b>	<b>42,718</b>	<b>217</b>	<b>288</b>	<b>31</b>	<b>8010</b>	

Table C-11 identifies the Targeted population with 65 plus projections for each county. The overall household incomes under \$30,000 for the Southeastern Utah Region average 34%; while often higher in San Juan County. This increase may be due to the large geographical area encompassing the Navajo Nation. The Poverty at 101-200% for the SE Region is around 34% and 29% for populations 65 plus and 0-64, respectively.

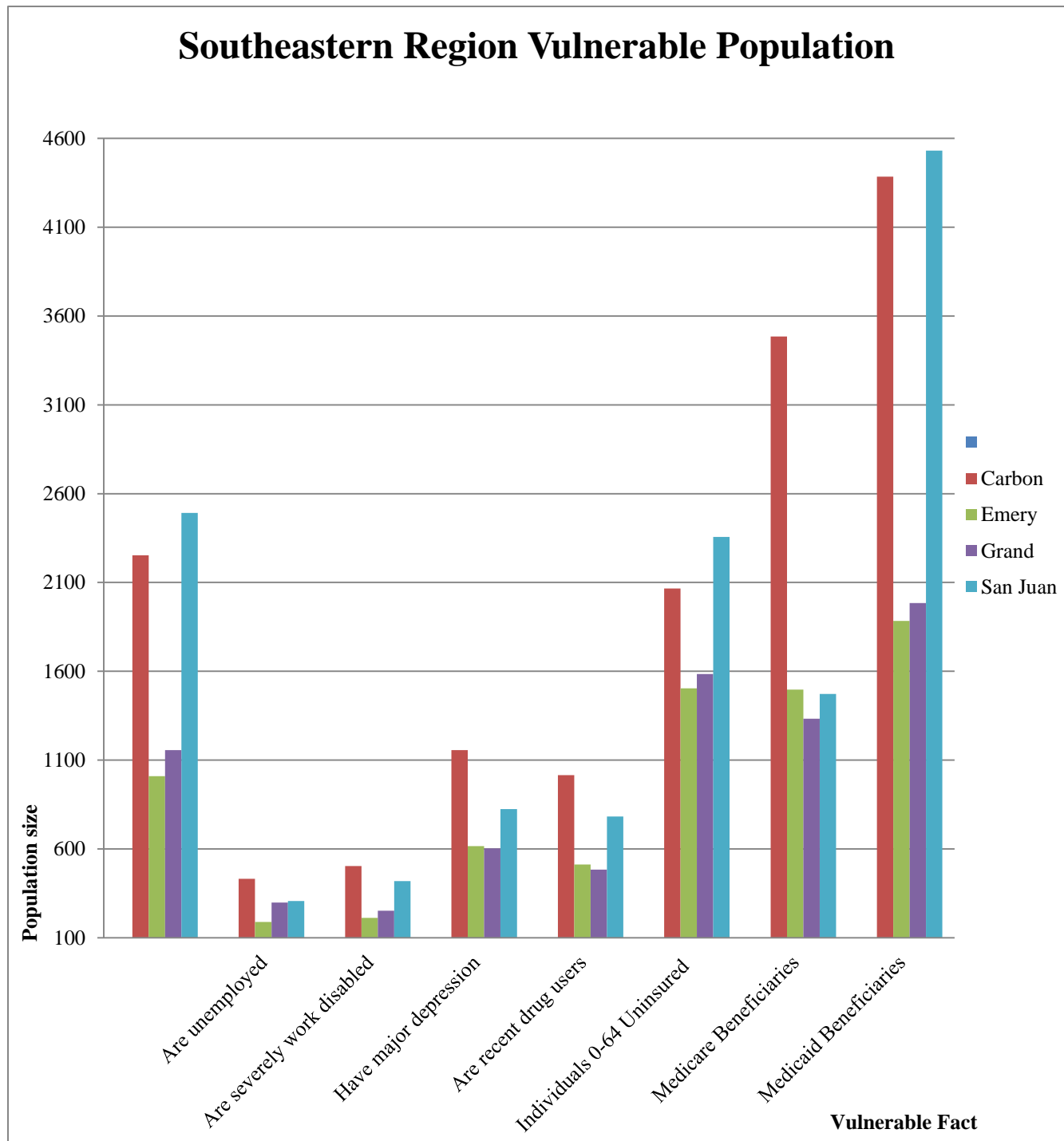
**Table C-11: Targeted Population Demographics with Income**

County	Total Population	Over 65 Comparison and Projection			Number of Households Income Under \$35,000	Household Incomes under \$35,000 (%)	Poverty Estimates (%)
		2015	2020	2030			
Carbon	20,927	2,903	3,401	4,467	3,068	39%	11.9
Emery	10,976	1,525	1,702	2,456	1,131	32%	11.2
Grand	9,225	1,337	1,632	2,294	1,580	41%	15.1
San Juan	14,965	1,600	2,005	3,071	1,743	44%	28.1
Totals for Southeastern Utah	56,093	7,123	8,740	12,288	7,522	39%	16.5%

(US Census)

Graph C-1 shows a county comparison for the vulnerable population, these figures come from estimates applied to 2015 population estimates. This data comparison shows the population of vulnerable groups, which usually are at risk for not obtaining necessary medical care that, may be due to their ethnic, cultural, economic, geographic or other health characteristics. It may be due to residential segregation, language or cultural barriers or people with disabilities or multiple chronic conditions. Their inability to access health care could be due to lack of transportation in the SE region. Specialty care organizations are available in this region; however access or knowledge to it may be limited due to their inability of providing transportation for their clients.

**Graph C-1 Vulnerable Population County Comparison**  
(U.S. Census Bureau, 2017) (U.S. Department of Health and Human Services, 2013)



Various demographic maps are available for review in Appendix A. These maps will show Population Density featured for Disabled Population, Population Below Poverty Level plus older than age 65, and Minority Population Density.

## Transportation needs:

The two main transportation needs that are discussed on a regular basis is the need for non-emergency medical transportation and ongoing non-medical transportation.

- While the senior centers try their best to accommodate ages 60+ for medical rides, they do so under the center's operational hours. It is suggested that an extension of center hours for transportation purposes only presume to at least normal business of 8AM to 5PM. Where now they operate between 8AM and 4PM, the additional hours would allow senior citizens to meet medical appointments or treatments sooner rather than later. Many seniors are able to get a ride to their appointments from their local senior center; however, trying to get back home is difficult when they leave the doctor's office after the closure of a center's operation or need to have special treatments or laboratory work to complete their visit.
- Additionally, the region is in need of ongoing non-medical transportation for the medically frail, mentally ill, and low income individuals throughout the region. Some of this need is occasionally met by the various agencies, but the need is greater than existing agencies can provide for with their limited resources. Often times people have the need to get back to their home after attending the hospital when they are incapable of driving themselves.

The above needs are expressed more fully below along with several other recognized transit needs within the area.

### 1. Additional Vehicles and Funding for existing transportation agencies:

Need: Both vehicles and operating capital are a premium need for the existing transit agencies within the southeast region.

### 2. Ongoing non-medical transportation:

Need: The targeted population is in need of ongoing non-medical transportation for low income, mentally ill and medically frail individuals.

Discussion: This is the most pressing need in the region. It is also the most difficult to adequately meet this need with the current transit agencies that exist. While funding is available for public transportation, low-income transportation, and elderly transportation, each of these funding sources would require match money to secure the funds of which it has proven difficult to do thus far.



### 3. Flexible non-emergency medical transportation:

Need: The targeted population is in need of non-emergency transportation for necessary medical appointments or treatments.

Discussion: After Care-A-Van concluded to operate in July of 2010, many individuals including those receiving Medicaid resources had a difficult time adjusting and finding another ride. Pick-Me-Up is the Utah State contractor for Medicaid; the adjustments for previous Care-A-Van clients were disheartened due to the relation they established with Care-A-Van staff members and for not being properly trained by the state contractor. Other riders that were non-Medicaid beneficiaries were left to figure out the best way to receive a ride. Many ride requests are for local medical appointments and medical appointments in Utah Valley area. Those individuals that utilize services at existing entities, such as Four Corners Community Behavioral Health, Active Re-Entry, Vocational Rehab, and Senior Citizen Centers must schedule rides through that entity according to the programs qualifications and where rides are provided or available. A mobility manager may be a useful asset in assisting with non-emergency medical transportation.

### 4. Job Access Transportation:

Need: There has been an expressed need among the population for transportation to and from employment.

Discussion: This need is very strong in the Grand County and San Juan County areas where people cannot afford to live in Moab City but must commute to Moab for their employment. This is also a vital need for the Carbon County area as well. It has been discussed that a UTA vanpool may help ease the burden of those in need. Also JARC funding may be a viable option to assist as well. Another idea to ease this burden would be to allow adults to ride alongside children on school buses or other buses and vans that service providers have when available. It has been discussed that perhaps some form of demand response transit system could aid in meeting this need. A demand response transit system likely would be a partnership amongst various entities including Southeastern Utah Association of Local Governments.

### 5. Public Transportation:

- Specialty Public Transportation

Need: Public transportation for the populations that most need it namely low-income, medically frail and disabled is largely lacking in the southeastern Utah region. Discount tickets or vouchers may be an option for these populations if a reliable fixed route system was implemented.

- Long Distance Public Transportation

Need: Long distance travel is needed throughout the region especially after the discontinuation of Elevated Transit. Rail transportation could even be considered and extended into the Moab area to help meet this need. Additional long distance bus stops by Greyhound are another opportunity to seek out.

- General Public Transportation

Need: General public transportation within small urban areas and between small urban areas is largely lacking in southeast Utah.

- Demand Response Transportation

Need: In places where general public transportation may not be feasible, A demand response system may be a viable option to meet the need.

Discussion: Each mode of public transportation would require organization and scheduling perhaps a mobility manager could assist in this effort. Public/Private partnerships also might be sought out to create viable working public transportation.

## Projects Based on Needs:

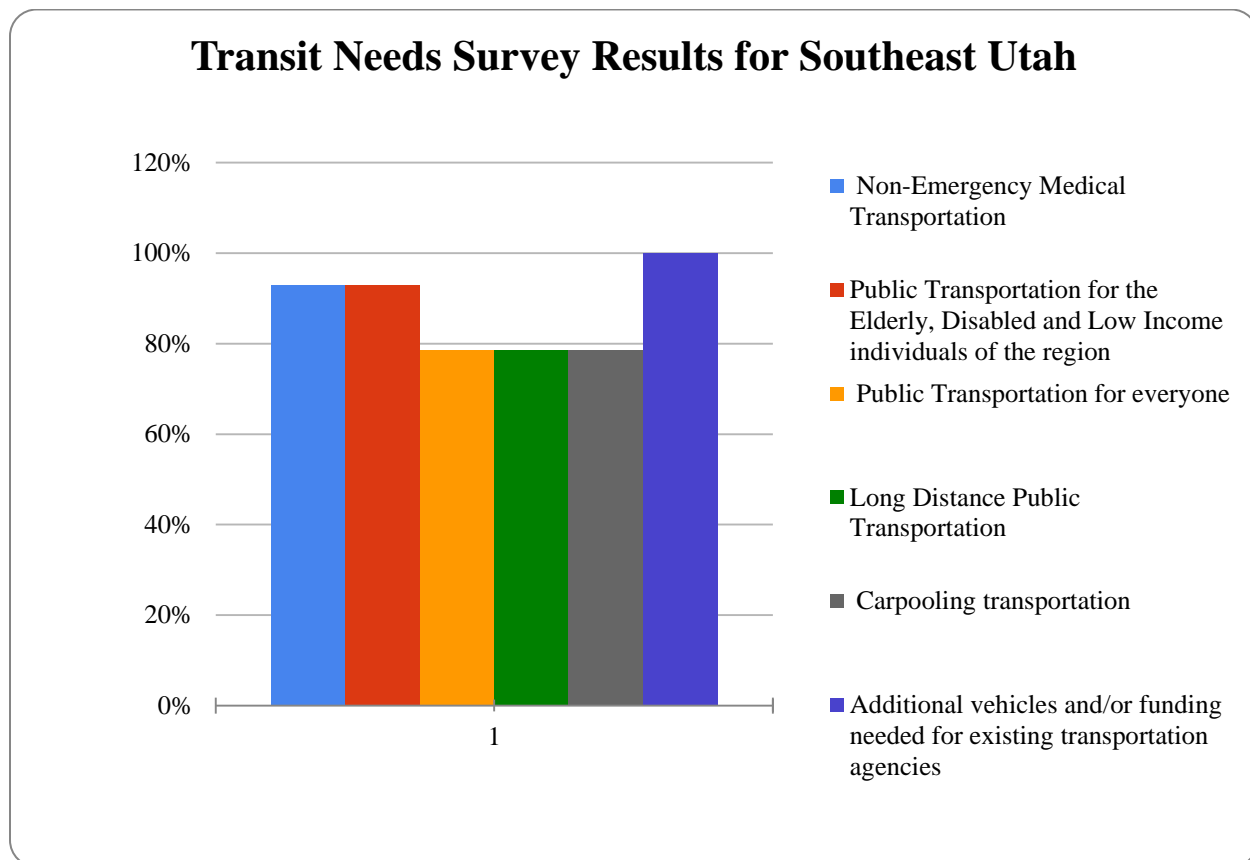
Projects identified to meet some of the above mentioned needs are listed below along with the agency potentially applying for that project.

- **New Bus:** for Emery County Senior Center, (timeline 2018-2022). Needs met or partially met: 1. *Additional Vehicles and Funding for existing transportation agencies*, 2. *Ongoing Non-Medical Transportation*, 3. *Flexible Non-Emergency Medical Transportation*.
- **New Bus:** for Active Re-Entry, (timeline 2020). Needs met or partially met: 1. *Additional Vehicles and Funding for existing transportation agencies*, 2. *Ongoing Non-Medical Transportation*, 3. *Flexible Non-Emergency Medical Transportation*.
- **New Buses:** for Four Corners Behavioral Community Health, (timeline 2018-2022). Needs met or partially met: 1. *Additional Vehicles and Funding for existing transportation agencies*, 2. *Ongoing Non-Medical Transportation*, 3. *Flexible Non-Emergency Medical Transportation*.
- **New Buses:** for Carbon County Aging Program, (timeline 2022-2023). Needs met or partially met: 1. *Additional Vehicles and Funding for existing transportation agencies*, 2. *Ongoing Non-Medical Transportation*, 3. *Flexible Non-Emergency Medical Transportation*.
- **New Bus:** for Canyonlands Care Center, (timeline 2018-2022). Needs met or partially met 1. *Additional Vehicles and Funding for existing transportation agencies*, 2. *Ongoing Non-Medical Transportation*, 3. *Flexible Non-Emergency Medical Transportation*.
- **Mobility Manager:** for Southeastern Utah Association of Local Governments, (timeline 2018-2022). Needs met or partially met 2. *Ongoing Non-Medical Transportation*, 3. *Flexible Non-Emergency Medical Transportation*. 4. *Job Access Transportation* 5. *Public Transportation*
- **New Bus or Van & Operating Capital:** for Southeastern Utah Association of Local Governments, (timeline 2018-2023). Needs met or partially met: 4. *Job Access Transportation*, 5. *Public Transportation*.
- **New Bus:** for Grand Center/Senior Center, (timeline 2018-2022). Needs met or partially met

*1. Additional Vehicles and Funding for existing transportation agencies, 2. Ongoing Non-Medical Transportation, 3. Flexible Non-Emergency Medical Transportation.*

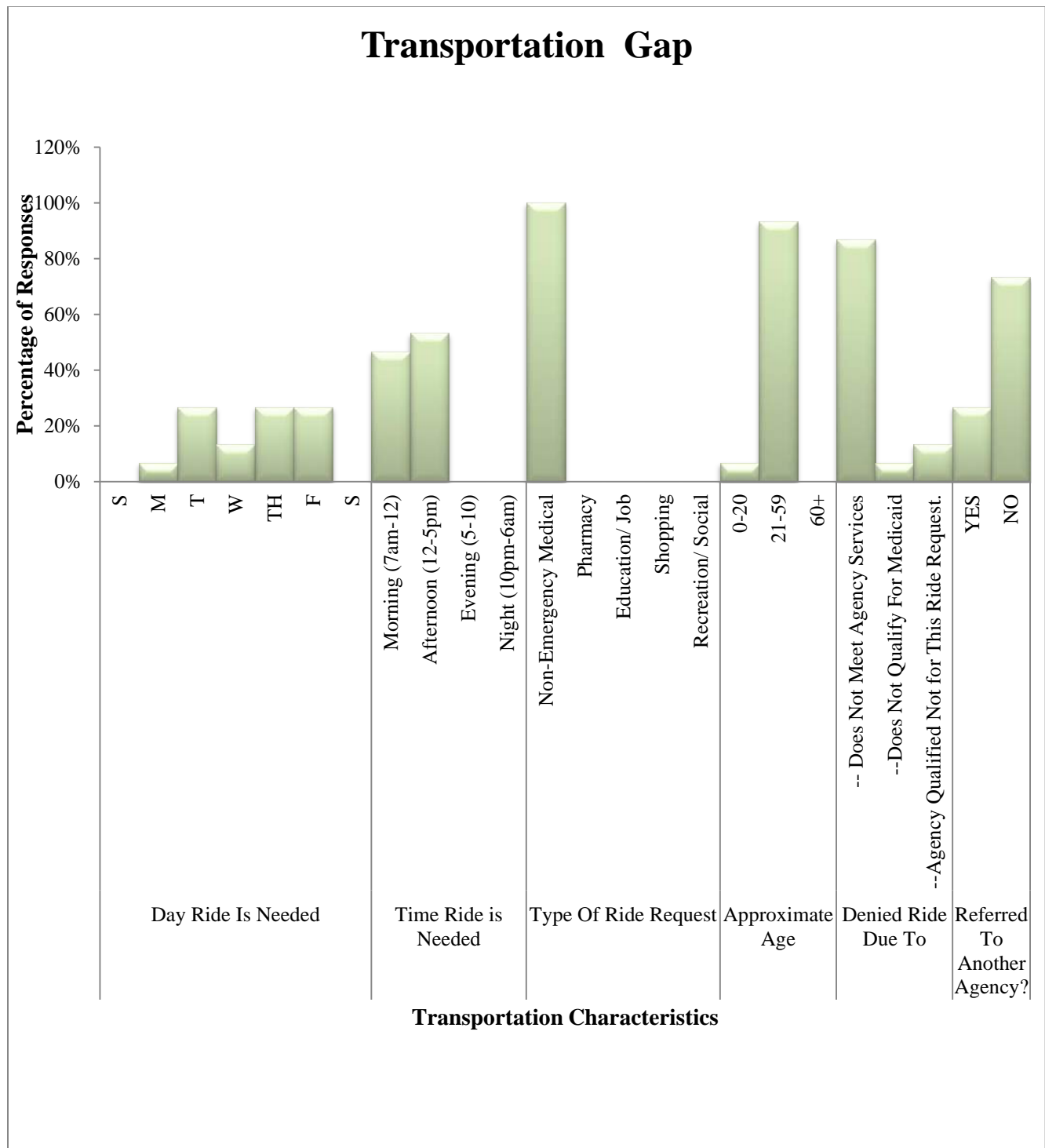
In June of 2015 an informal survey was sent to transit providers and their clients asking what the most pressing needs for transit are in southeast Utah. The results are as follows in the graph below. More recently Southeastern Utah Association of Local Governments (SEUALG) posted a blog on their website that is intended to solicit from service providers and the general public what they feel are the transportation needs within the region.

**Graph C-2: Survey of Transit Needs in Southeast Utah**



During the fall and winter 2011-2012, a survey was available at patrons of various entities throughout Carbon and Emery Counties. The result shows a high demand for Non-Emergency Medical transportation and for citizens less than 60 years of age. Observe this information in Graph C-3.

### **Graph C-3: Transportation Survey Results**



Public Involvement Methods:

Public involvement on addressing needs for transportation is a common investment for the targeted audience and human service agencies. Recent changes to the Federal Transportation Legislation, MAP 21, require coordination that includes representation of private, public, and non-profit transportation and human-service providers. To address outreach methods when new projects are being planned for; Title VI requirements are addressed in this section.

Through MAP 21 requirements that address Title VI requirements; efforts were made so “no person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

- In August of 2017 SEUALG posted a blog to solicit the public for what they believe are the transportation needs for the region.
- Sub-Committee Transportation meetings were held in 2017 for August 21<sup>st</sup> in Price, August 23<sup>rd</sup> in Monticello, October 10<sup>th</sup> in Moab, and October 11<sup>th</sup> in Price. These meetings were open to the public and discussed transportation needs and the updates for the plan.
- Prior to the plan update a notice was placed in the San Juan Record on December 23, 2015. This notice detailed Title VI procedures and contact information.
- Other public involvement in the past included visits to senior centers to speak with senior and disabled populations about what their transportation needs are.

The minority population in this region as shown on **Map C-1** located on page 29 of this plan indicates a minority levels per census block. The larger number of minorities tends to be concentrated near the city and towns. The population in the city and town areas has access to a wide range of amenities. These amenities are retail business and outlets, doctor and medical offices, newspapers, broadband access through residential hook ups to library and schools, and agencies that help with access to federal programs.

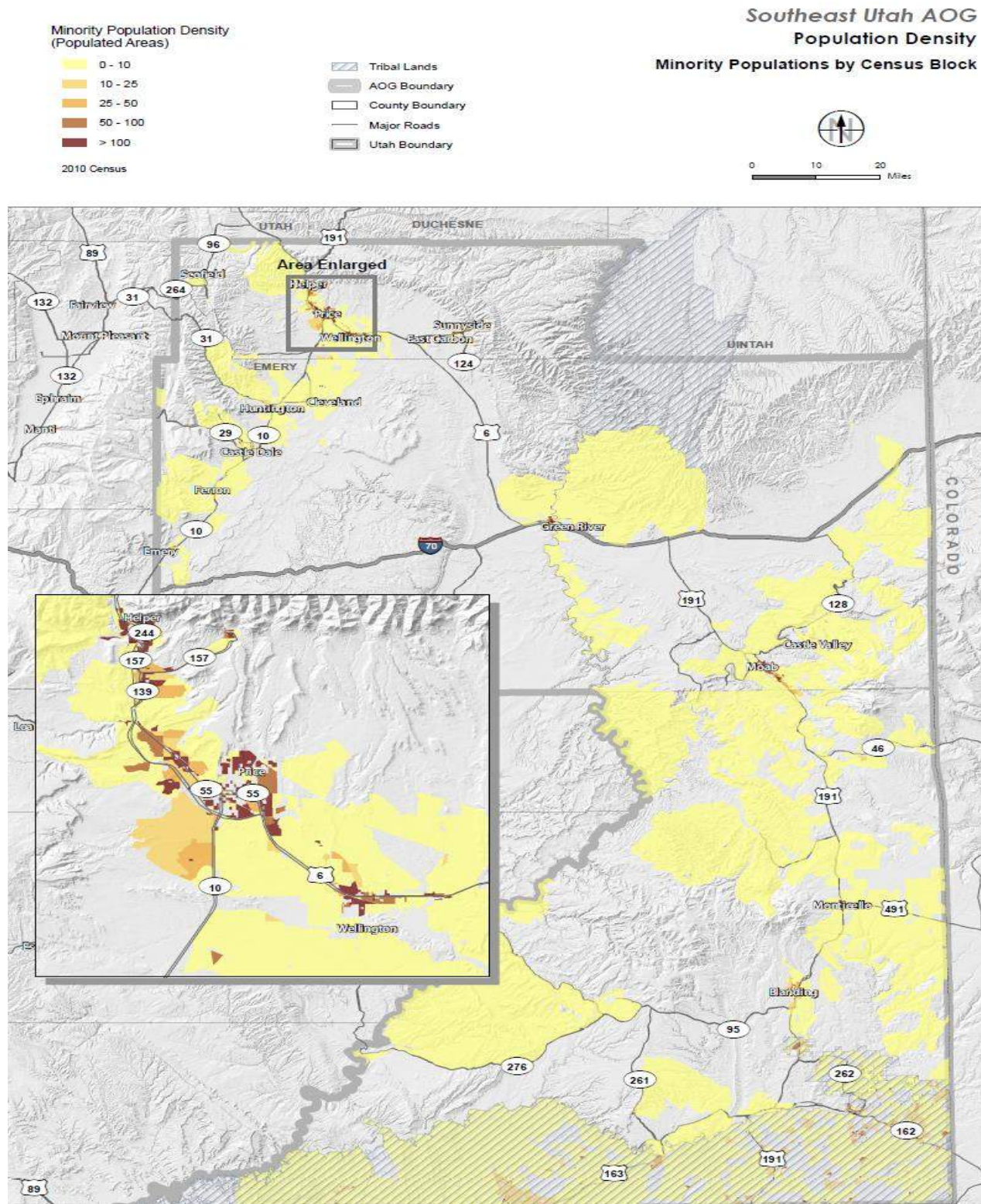
The members are listed below for the Regional Transportation Coordinating Council during the 2011-2013 years when updating information in this plan and while the planning of a pilot program was underway.

#### Regional Transportation Coordinating Council Members

SEUALG has reorganized the Regional Transportation Coordinating Council into two sub regions. A north region sub-committee that encompasses Carbon and Emery Counties and consists of; service providers, public, work force service agencies, non-profit groups and the local hospital. The south region sub-committee that encompasses Grand and San Juan Counties and consists of; service providers, local government, work force service agencies, general public and others.

#### **Map C-1 Minority Population by Census Block**





## Transportation strategies:

### Strategy Overview

Proposed strategies addressing the needs of transportation and mobility management's coordination in the Southeastern area of the state will be addressed below.

*Strategies were based on the following criteria:*

Priorities: A ranking of high, medium or low has been given for each of the strategies based on the evaluation of each of the three criteria: - Ease of Implementation - Needs Addressed - Position within Critical Path.

- A. **Ease of Implementation:** Strategies relatively easy to address received a higher priority than those that require substantial dedication of resources or are difficult to complete because they address complex issues.
- B. **Needs Addressed:** Strategies addressing multiple needs were prioritized higher than those that address fewer needs.
- C. **Position within Critical Path:** Strategies received a higher priority if they are positioned early on the critical path. This mean if a strategy must be implemented before other strategies can be implemented, it receives a higher priority. The prioritization rankings given are fairly subjective and are based on professional judgment applied by the practitioners involved in developing the plan. These priorities are simply recommendations, not requirements. Local areas should interpret these recommendations with an understanding of the context of local conditions.

*Ranking of strategies:*

### **HIGH**

Strategy 1 –Educate Service Providers

Strategy 2 – Coordinate with public and private transportation providers to extend service to Southeastern Utah area

### **MEDIUM**

Strategy 3 – Educate current and potential transit riders

### **LOW**

Strategy 4 – Create a reliable system of drivers to provide transportation to outlying areas



## Strategies for Transportation Accessories

### ***Strategy 1 –Educate Service Providers***

Discussion: According to the United We Ride Vehicle Resource Sharing Final Policy Statement, grant-recipients may “share the use of their own vehicles if the cost of providing transportation to the community is also shared.” This is one way agencies may coordinate transportation without losing their funding. Helpful information such as this could help agencies stretch their transportation resources and better accommodate their clients as well as others in the community.

Recommendation: Create an educational program, including information about funding programs, regulations, and exception, for agencies and transportation providers.

#### Prioritization Criteria:

- Ease of Implementation: This strategy would take some time and effort, but, with the help of a transportation champion, gathering information and creating an education program should not be difficult.
- Needs Addressed: This strategy directly addresses the need for education, and it may ultimately address other issues as well. Through this education, service providers may learn how to deal with eligibility requirements and how to provide increased and/or improved transportation solutions without losing funding.
- Position within Critical Path: This strategy is recommended as the first step toward improving transportation in Southeastern Utah Counties.

### ***Strategy 2 – Coordinate with public and private transportation providers to extend service to Southeastern Utah area***

Discussion: A reliable public bus service may open opportunities for those who are currently restricted to their homes due to the lack of affordable, reliable transportation. Individuals would be able to travel where they need to go through the southeastern area's city and towns. This service could connect beyond the city and towns of southeastern Utah. This type of service would at least be an option for some of the targeted population utilization. It may be open up the opportunity to have a voucher system so entities that need their clients to gain access to the other areas in Utah could open a dialog on the subject with a bus service entity.

Recommendation/Solution: Recent Utah Department of Transportation (UDOT) proposal for an InterCity Bus route to connect with Greyhound has been met by the Wasatch Transportation. Wasatch Transportation won the proposal and is now currently planning for the opening of an Inter-City bus service.

There is an open dialog with this company and the Regional Transportation Coordinating Council (RTCC) where it continues to share their progress towards opening early 2014. Meaningful connections will be made beginning in Blanding where they connect with the Navajo Transit, then on to Monticello,

Moab, Green River, and onto areas in Emery County and stopping in Price, where the bus will continue northbound to the Wasatch Front. Wasatch Transportation will call this company Elevated Transit, to continue supporting Utah theme.

#### Prioritization Criteria:

- Ease of Implementation: Coordination with UDOT and/or the RTCC with private providers have increase significantly during the last three years. Private providers are members of the RTCC; however to keep these companies involved requires establishing relationships and networking. Recruitment by the facilitator is necessary to keep existing companies involved and to recruit requires educating entities face to face to help them understand the significant connections they could provide and make on the RTCC.
- Needs Addressed: This strategy addresses the need for transportation from extremely rural areas as well as the need for affordable transportation.
- Position within Critical Path: This is a strategy that could be implemented at any point within the critical path.

### ***Strategy 3 – Educate current and potential transit riders***

Discussion: Transportation users in the targeted population do not seem to be aware of some transit options available to them. A pamphlet or information sheet posted in public places (grocery store, senior center, etc.) would make transportation information readily available and would inform the targeted population of transportation options of which they were not previously aware, but from which they could benefit.

Recommendation: Compile a list of any transit options currently available (see the lists of available services provided above as a starting point) to educate transportation users.

#### Prioritization Criteria:

- Ease of Implementation: This strategy would take some time and effort, but, with the help of the elected transportation champion and the Southeastern Utah Counties staff, this task should not be difficult.
- Needs Addressed: This strategy directly addresses the need for education, but it could also indirectly address other issues as well. For instance, the available transportation list could include fees associated with each transit option, which would educate transportation users about lower cost options that fit their needs.
- Position within Critical Path: This strategy could be implemented as the second step in the critical path. Ideally, transportation providers should be educated prior to this step so they may help to educate transportation users about the available transit options.

### ***Strategy 4 – Create a reliable system of drivers to provide transportation to outlying areas***

Discussion: Many of the outlying towns do not have any reliable transportation options to connect them to the larger, central cities within Southeastern Utah Counties. It is imperative for those who live in

extreme rural areas to sometimes travel to cities within Southeastern Utah Counties to access pharmacies, to receive routine medical check-ups, and to attain other such necessities. A regularly scheduled transit option is not viable for these areas because the cost is too high to cover areas where residences are spread far apart. An on-call volunteer or low-cost option may be an option that could work better for such outlying areas within Southeastern Utah Counties.

**Recommendation:** Create an on-call service comprised of reliable volunteer drivers who will provide transportation from extreme rural areas into areas offering necessary services. If limited or no volunteer drivers are found, the program may be created as a low-cost service; the driver's wage would be the cost of gas money and possibly some extra money to compensate for driving time. Those who utilize the service would pay the small wage for employed drivers. The cost would be small, and it would connect those in far, outlying areas to other cities in Southeastern Utah Counties and the available services therein.

#### Prioritization Criteria:

- **Ease of Implementation:** This strategy would require implementation of a new transportation system and would take some effort to find volunteers or low-wage employees who own vehicles and are willing to work as on-call transportation providers. This option would also require a volunteer coordinator to dispatch drivers to outlying areas when needed.
- **Needs Addressed:** This strategy addresses the need for transportation from extremely rural areas as well as the need for affordable transportation.
- **Position within Critical Path:** This is a strategy that could be implemented at any point within the critical path.

#### Mobility Management and Coordination

The coordination practices are served through the Regional Transportation Coordinating Council (RTCC). This council meets at least four times per year and more often meetings are held to conduct immediate needs.

Through a discussion survey in the fall of 2013, member and non-members felt the Regional Transportation Coordinating Council is a vital resource. It will help facilitate the Strategies for the region. The facilitator services the Southeastern Utah Region, see Table C-12.

**Table C-12: Southeastern Utah Facilitator's Services**

### Southeastern Utah Region

#### Rural Human Service Public Transit Plan Coordination Program

**Regional Transit Planning:** Conduct regular reviews of the Utah's Coordinated Human Service Public Transit Plan. Gather and prepare updates with the Regional Transportation Coordinating Council (RTCC) to provide current information into the plan that may include a list of transit providing agencies, available series, a description and quantification of unmet transit needs, new projects anticipated, funding source(s) and amount(s) that may be pursued on behalf of any anticipated new projects and any program barriers that prevent coordination of transit series between agencies. Provide the Local Association of Governments Board with current status of the planning program and present transit plans that may possibly be ready for implementation in the region.

**Service Coordination Assistance:** Serve as a technical resource to local human service agencies that may benefit from available transit funding sources such as Federal Transportation Association programs. Facilitate with these agencies as they coordinate transit service to the southeast region of Utah. Region includes the Counties of Carbon, Emery, Grand and San Juan and the Utah portion of the Navajo Reservation. Coordinate with Utah Department of Transportation (UDOT), Urban Rural Specialized Transportation Association (URSTA) and public agencies that provide transit services while aiding in the achievement of objectives set by the Southeastern Public Transit Business Plan. Serve as a regional transportation representative on the URSTA board and participate in trainings and conferences as needed. Coordinate training through URSTA with the local entities.

**Data Collection/Dissemination:** Compile and promote regional transportation data. Provide public information to target populations and the general public for the purpose of enhancing transportation service utilization. Attend trainings and conferences to assemble information and network with other state and federal agencies in an effort to bring best practices to the Regional Transportation Coordinating Council.

**Grants Man-ship Coordination:** In cooperation with the Utah Department of Transportation (UDOT) and the RTCC, help coordinate the efforts of providing grant training and grant application processes so the allocation of funds help serve the elderly, disabled and low-income qualified individuals. Assist with Title VI requirements (pre-application process).

**Facilitator:** Provide a collaborative working atmosphere for the RTCC. Guide the committee toward more efficient transportation efforts through the facilitation of team meetings to include agendas, meeting minutes, and other material preparation as needed.

Through a UDOT effort to help each region in the state pinpoint the most desired need in the area were gathered through Nelson/Nygaard Consulting Associates out of Boston, Massachusetts. The associates gathered information through statistical data and regional Mobility Managers. See **Figure C-4** and **C-5** for the completed brochure. This type of information is categorized under strategies, Strategy 1 – Educate Service Providers and Strategy 2 – Coordinate with public and private transportation providers to extend service to Southeastern Utah area.

**Figure C-4 Southeastern Utah Transit Brochure**

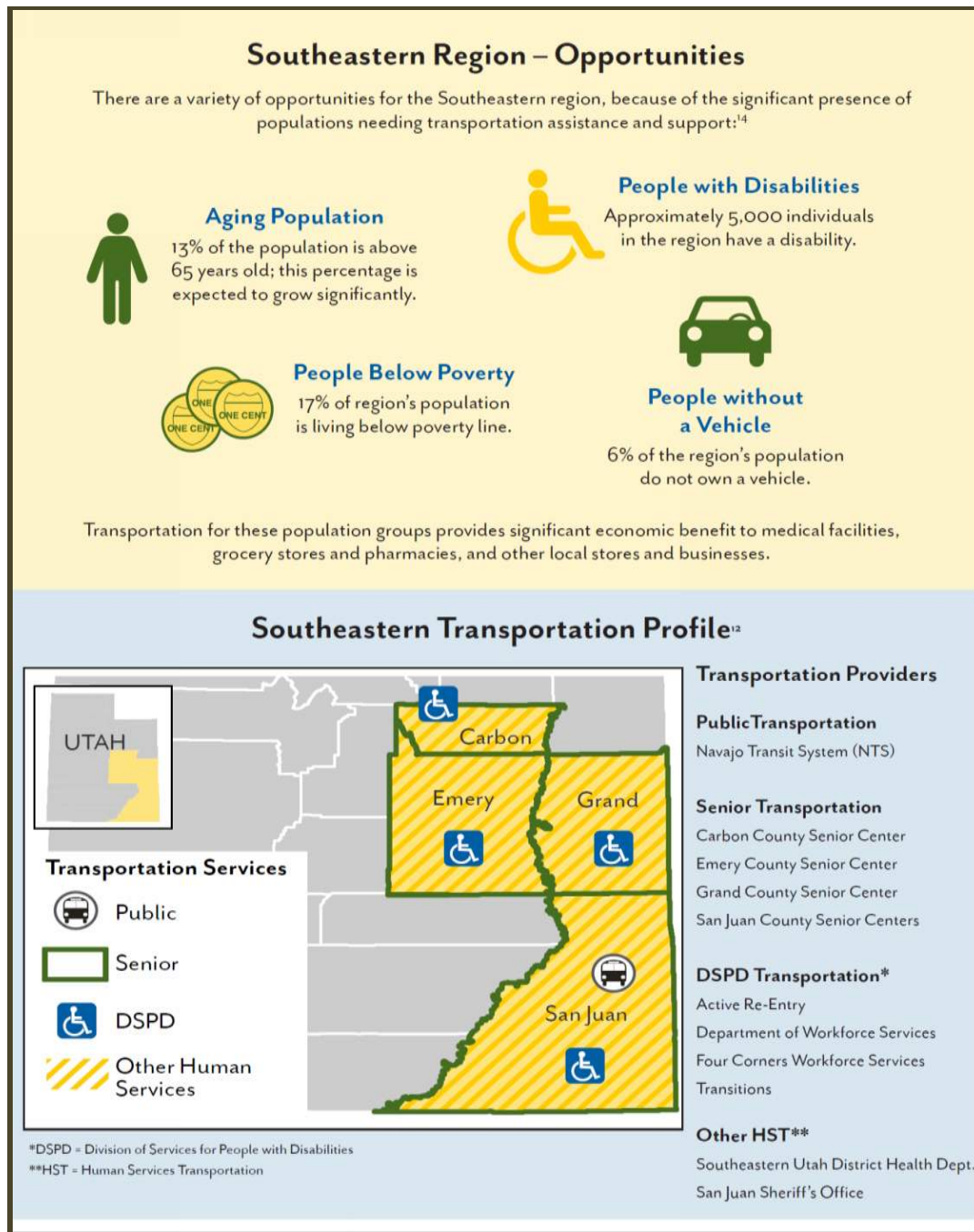


Figure C-5



The following provides a implementation guide for the Southeastern Region's priority mobility management strategy.

## Central Directory of Information

People in search of transportation services often do not know where to begin or what services are available to them. A central information and referral service provides customers with a single point of contact to learn about available transportation resources in order to schedule rides they need for daily activity or for occasional appointments.

A central directory may provide:



### BENEFITS

A Central Directory of Information links residents with transportation to local services.



### START-UP PROCESS AND COSTS

Current legislation in Utah (SB 56) mandates a centralized dispatch center for human service transportation in coordination with the Utah 2-1-1 call system.

- 1** Identify a lead organization to collect information about transportation services in each county. The full family of services should be included: public transit, private transportation, human service providers taxis, volunteer driver programs. **Costs:** This will require additional staff time from the lead agency.
- 2** Provide this information to the current Utah 2-1-1 call system. **Costs:** This may require additional staff or volunteer time at 2-1-1.
- 3** Ensure that this information is up-to-date periodically. **Costs:** Staff or volunteer time at Utah 2-1-1.

### BEST PRACTICES

**Athens Mobility Management, Athens, Ohio.** Hocking-Athens-Perry Community Action Group recently developed a simple online central resource directory at [www.athensmobility.com](http://www.athensmobility.com). The website provides information for bus, taxi, air, and medical transportation in the region, as well as information on park & ride locations, rideshare opportunities, pedestrian and bike facilities, volunteer services, travel training, and local social service agencies. The directory is administered by a Mobility Coordinator hired with funding secured through a state coordination grant. Information for the directory was gathered by the multi-agency Athens County Transportation Advisory Group, which includes the Athens County 2-1-1 service.